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APPLY NOW

Online Customer Service Agent – Live Customer Service \$25-35/Hour – Hiring Immediately

Description

Job Title: Online Customer Service Agent **Company:** Velocity Customer Operations **Department:** Digital Customer Care **Supervisor:** Online Customer Service Manager **Employment Status:** Remote Contract Position **Work Location:** Remote (United States) **Hourly Compensation:** \$25.00 – \$35.00 per hour

Immediate Hiring Notice

Velocity Customer Operations has immediate openings for Online Customer Service Agents due to expanded client contracts and increased demand for digital customer support services. We are conducting expedited hiring to fill these positions quickly with qualified candidates ready to begin work within one week. This urgent hiring initiative offers immediate employment opportunities with competitive compensation and comprehensive training for motivated individuals seeking remote customer service careers.

Position Overview

Online Customer Service Agents provide live customer service support through digital platforms including website chat systems, social media channels, and email correspondence. This remote position involves helping customers resolve issues, answer questions, and complete transactions through professional online communication. The role requires strong written communication skills, multitasking abilities, and customer-focused problem-solving approach. Training is provided to ensure immediate productivity and long-term success.

Core Job Responsibilities

Digital Customer Service Delivery

- Respond to customer inquiries through live website chat systems in real-time
- Handle customer questions and requests via social media platforms
- Process customer service tickets through email support systems
- Provide accurate product information and assistance with online transactions
- Resolve customer complaints and concerns using established procedures
- Document customer interactions thoroughly in company tracking systems

Customer Relationship Management

Hiring organization

Remote Tech Jobs Work From Home

Industry

Customer Service

Job Location

Remote work possible

Base Salary

\$ 25 - \$ 35

Date posted

September 21, 2025

Valid through

01.01.2029

- Build positive relationships with customers through helpful and professional communication
- Identify customer needs through effective questioning and listening techniques
- Provide personalized assistance and recommendations based on customer requirements
- Guide customers through website navigation and purchasing processes
- Follow up with customers to ensure satisfaction with service and resolution
- Maintain customer account information and interaction history

Performance and Quality Standards

- Meet established response time requirements for customer communications
- Achieve customer satisfaction ratings above departmental benchmarks
- Complete assigned productivity targets for daily customer interactions
- Participate in quality assurance monitoring and feedback programs
- Contribute to team goals and continuous improvement initiatives
- Maintain professional standards in all customer communications

Required Qualifications

Basic Requirements

- High school diploma or equivalent education
- Must be 18 years of age or older
- Legal authorization to work in the United States
- Available to begin work within one week of hire

Essential Skills

- Excellent written communication with proper grammar and spelling
- Strong reading comprehension and attention to detail
- Basic computer skills including email and internet navigation
- Ability to type accurately at reasonable speed
- Customer service orientation and problem-solving mindset
- Professional attitude and communication approach

Technical Requirements

- Reliable computer with current operating system
- High-speed internet connection for consistent performance
- Quiet workspace suitable for professional customer service
- Basic troubleshooting abilities for common technical issues
- Willingness to learn new software platforms and systems

Personal Qualities

- Self-motivated with ability to work independently
- Reliable and punctual with strong attendance habits
- Flexible approach to changing procedures and priorities
- Team player with positive and collaborative attitude
- Commitment to providing excellent customer service

Work Schedule and Environment

Immediate Availability Requirements

- Available to start training within 3-5 business days of hire
- Commit to consistent schedule during initial training and employment period
- Flexible scheduling options after successful completion of training
- Willingness to work various shifts including evenings and weekends
- Reliable availability during scheduled hours

Schedule Options

- Part-time positions from 20-30 hours per week
- Full-time opportunities up to 40 hours per week
- Multiple shift times including days, evenings, and weekends
- Schedule preferences accommodated based on business needs
- Premium pay rates for weekend and holiday coverage

Remote Work Setup

- 100% remote position with work-from-home flexibility
- Professional environment required during customer interaction hours
- Regular virtual team meetings and training sessions
- Performance monitoring through quality assurance programs
- Technical support available for platform and system issues

Compensation and Incentives

Immediate Pay Structure

- Starting hourly rate: \$25.00 – \$30.00 based on skills assessment
- Performance-based increases available after 90-day review
- Merit raises for consistently exceeding performance standards
- Overtime opportunities during peak customer service periods
- Competitive compensation compared to industry standards

Performance Recognition

- Monthly bonuses for exceeding customer satisfaction targets
- Quarterly awards for quality and productivity excellence
- Perfect attendance bonuses and team appreciation events
- Employee referral incentives for successful candidate recommendations
- Annual recognition programs with cash awards and advancement opportunities

Training Compensation

- Full hourly pay during comprehensive training program
- Educational reimbursement for relevant professional development
- Career advancement coaching and internal promotion opportunities
- Skills development workshops and continuing education support
- Leadership development programs for high-performing agents

Expedited Training Program

Accelerated Training Schedule

Days 1-3: Customer service fundamentals, company policies, and communication skills **Days 4-6:** Platform training, system navigation, and product knowledge development **Days 7-9:** Supervised customer interactions with real-time coaching and feedback **Days 10-12:** Independent work transition with continued mentorship support

Rapid Skill Development

- Intensive training designed for quick productivity and competency
- Experienced trainers providing personalized instruction and support
- Hands-on practice with actual customer scenarios and interactions
- Immediate feedback and coaching for rapid skill improvement
- Ongoing support and development after initial training completion

Performance Expectations

Immediate Productivity Standards

- Customer satisfaction rating of 88% or higher within first month
- Response time under 60 seconds for initial customer contact
- Accurate information delivery and professional communication
- Complete documentation of customer interactions and outcomes
- Adherence to established procedures and quality standards

Long-term Performance Goals

- Continuous improvement in customer satisfaction and service quality
- Development of advanced customer service and problem-solving skills
- Contribution to team success and department objectives
- Professional growth and potential for advancement opportunities
- Maintenance of high performance standards and reliable attendance

Career Development

Rapid Advancement Opportunities

- **Senior Online Customer Service Agent:** 4-6 months with strong performance
- **Team Lead Position:** 8-12 months with leadership demonstration
- **Quality Assurance Specialist:** 10-14 months with excellence focus
- **Training Specialist:** 12-16 months with mentoring capabilities
- **Supervisor Role:** 15-20 months with management potential

Professional Growth Support

- Fast-track advancement for exceptional performers
- Leadership development programs and management training
- Cross-training opportunities in related customer service areas
- Professional development and continuing education assistance
- Mentorship programs with experienced customer service professionals

Immediate Application Process

Expedited Application Steps

Click “Apply Now” to complete our streamlined application including:

- Basic personal information and work eligibility verification
- Brief work history and relevant experience summary
- Skills assessment covering communication and computer abilities
- Immediate availability confirmation and schedule preferences
- Customer service interest and career goals

Fast-Track Selection Process

1. **Application Submission:** Complete online application immediately
2. **Rapid Review:** Application evaluated within 24-48 hours
3. **Phone Screening:** Brief conversation with hiring coordinator
4. **Skills Assessment:** Online evaluation of communication abilities
5. **Manager Interview:** Video interview with customer service manager
6. **Immediate Offer:** Job offer with training start date within days

Immediate Timeline

- Application review completed within 2 business days
- Complete hiring process takes 3-5 business days
- Training begins immediately upon hire confirmation
- Full productivity expected within 2 weeks
- Regular performance check-ins during first 60 days

About Velocity Customer Operations

Velocity Customer Operations provides rapid-deployment customer service solutions for businesses requiring immediate customer support expansion. Established in 2022, we specialize in quick-turnaround customer service implementation and scalable support operations. Our company culture emphasizes rapid deployment, performance excellence, and career advancement. We maintain competitive compensation and provide advancement opportunities that support immediate productivity and long-term career growth.

Organizational Mission

- **Rapid Service Deployment:** Quick implementation of customer service solutions
- **Performance Excellence:** High standards for customer satisfaction and service quality
- **Employee Development:** Fast-track training and advancement opportunities
- **Operational Efficiency:** Streamlined processes for maximum productivity
- **Career Growth:** Clear pathways for professional advancement and development

Success Profile for Online Customer Service Agents

Successful agents typically demonstrate:

- Quick learning ability and rapid adaptation to new procedures
- Strong communication skills with focus on customer satisfaction
- Reliable work habits and commitment to scheduled availability
- Professional attitude and positive approach to customer service
- Interest in career advancement and professional development

Equal Employment Opportunity

Velocity Customer Operations is committed to equal employment opportunity regardless of race, color, religion, gender, sexual orientation, gender identity, age, national origin, disability, veteran status, or other legally protected characteristics. We welcome applications from all qualified candidates and provide reasonable accommodations for individuals with disabilities.

Additional Information

Technology Requirements

- Computer with minimum 8GB RAM and current operating system
- High-speed internet connection with at least 25 Mbps speed
- Quiet workspace for professional customer service delivery
- Basic office supplies for organization and productivity
- Backup internet connection recommended for reliability

Immediate Start Benefits

- Same-week training start for qualified candidates
- Rapid onboarding process with dedicated support
- Immediate income opportunity with competitive hourly rates
- Fast-track career advancement for high performers
- Comprehensive support during transition to remote work

This immediate hiring opportunity offers quick employment with competitive compensation for motivated individuals ready to start customer service careers. We provide all necessary training and support for immediate productivity and long-term success. Click Apply Now to begin the expedited application process and start your online customer service career within days. *Velocity Customer Operations conducts rapid hiring for immediate business needs. This position requires authorization to work in the United States and immediate availability for training and employment.*



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